

## **CENTRAL VERMONT REGIONAL PLANNING COMMISSION**

### **OFFICE MANAGER**

#### **Job Description**

#### **GENERAL DESCRIPTION**

The Office Manager position improves the Commission's customer service and staff retention by creating a productive work environment and ensuring our team gets the support it needs. The Office Manager creates, monitors, and continually seeks to improve office operations, procedures, and resources. This position requires an attention to detail, the skills of a diplomat, and the ability to respond quickly to changing workloads.

The Office Manager works independently under the general direction of the Executive Director and in close collaboration with the Finance Manager and provides administrative support to planning staff and Commission. Further, under direction from the Finance Manager, this position helps record financial transactions, maintains records, and assists in state and federal reporting. This position uses accounting software, excel spreadsheets, and other tools to track and manage data. It is the position's responsibility to deal regularly with, and represent the Commission to, a variety of outside institutions, government partners, insurance agencies, vendors, and the public.

Work is primarily at the CVRPC office and attendance at limited evening meetings is required. Limited field work may be required. This is a part-time or full-time position for 30-40 hours per week.

#### **CHARACTERISTIC DUTIES**

- Develop, administer, and improve business management processes, systems, and policies, such as employee benefits, insurance, contracts, fixed assets, leases, and purchases.
- Review and implement procedural and policy changes to improve operational efficiency and maintain compliance with state and federal laws and best practices.
- Work with the Executive Director and staff to ensure an accurate, timely, efficient, and transparent process for the entire grant life cycle, from proposal to close; develop, administer, and train staff on policies, systems, and documentation to ensure grant compliance; identify and address issues.
- Maintain digital and hard copy filing and record-keeping systems; assist planners with database entry, record keeping, and filing.
- Maintain the condition of the office, arrange for necessary repairs, and secure and manage office-related contractors and leases.
- Maintain office equipment; coordinate purchase and installation of equipment.
- Order and manage inventory of office supplies.
- Maintain mailing lists and records, manual and computerized; coordinate mailings; retrieve, and distribute mail.

- Organize staff, Commission, and other meetings as assigned by arranging meeting locations, distributing/posting agendas, and taking and posting minutes.
- Support recruitment and training of new staff, including facilitating the hiring process, completing on-boarding activities, and training on office policies and procedures.
- Serve as principal receptionist; answer phone and greet visitors; take messages; answer basic questions related to Commission functions, services, policies, and procedures.
- Fill requests for information; assist in data collection and analyses and report production; provide clerical support, including the photocopying and distribution of materials.
- Prepare newsletters and reports, ~~prepare~~ annual reports, ~~prepare~~ special reports and projects.
- Manage social media and website.
- Pursue professional development opportunities that expand knowledge and skills.
- Support accounting functions by

### **ADDITIONAL DUTIES**

This position may or may not provide support to the Commission's accounting functions through the following duties.

- Making bank deposits and recording them with the Finance Manager
- Perform payroll functions in an accurate and timely manner and submit payroll taxes.
- Perform activities related to accounts payable as appropriate and in coordination with the Finance Manager, including reviewing, coding, and processing payments.
- Perform account receivable functions as appropriate and in coordination with the Finance Manager including invoicing, deposits, collections, and revenue recognition.
- Prepare for, coordinate, and participate in annual external audit
- Monitor and track grant specific spending against budgets.
- Tracking paid time off.

### **TYPICAL KNOWLEDGE**

- Considerable knowledge of data, administrative management, and business principles and practices and procedures.
- Knowledge of clerical practices and procedures.
- Demonstrated knowledge of human resources management practices and procedures.
- Knowledge of OMB's Uniform Guidance at 2 CFR Part 200 and Vermont Agency of Administration policy, procedure, and guidance.
- General knowledge of computer systems, office software packages,
- Familiarity with the operations and management of typical office equipment and office support systems.

### **TYPICAL SKILLS**

- Attention to detail.
- Ability to prioritize duties and work on several issues simultaneously to meet firm deadlines.

- Ability to develop and implement administrative procedures and evaluate their effectiveness.
- Ability to supervise and to exercise discretion in applying policies.
- Ability to communicate effectively orally and in writing and to work independently.
- Ability to be proactive to initiate actions as needed.
- Self motivated to learn new concepts and to participate in new projects.
- Strong administrative, analytical, and communication skills.
- Ability to problem solve with computers, pick up new software and digital service platforms, and manage computer files.
- Comfort working in a fast-paced environment.

#### **MINIMUM QUALIFICATIONS**

- Associates degree in business or equivalent required (B.A. or B.S. preferred) and at least 3 years of similar administrative experience in an office setting or a high school diploma with at least 6 years of similar experience.
- Proficiency in Microsoft 365 suite and SharePoint required, and QuickBooks preferred.
- Strong administrative, analytical, and communication skills essential.
- Ability to work effectively with staff, board members, and the public essential.
- Relevant knowledge of grant management and contract administration highly desirable.
- US citizen or otherwise lawfully authorized to work in the United States.

*As amended 10/06/25*

*As amended 06/05/23*

*As Adopted: 01/02/18*